Product Overview

The Cisco® Unified IP Phone 500 Series is a new group of affordable, entry-level IP phones designed for use with Cisco's Unified Communications 500 Series for Small Business. These phones are an excellent choice for customers making the transition from traditional digital or hybrid key systems (KTS) and private branch exchanges (PBXs) to a system based on the Cisco Unified Communications 500 Series. The Cisco Unified IP Phone 500 Series can easily be integrated into the Cisco Smart Business Communications System. They can be used in cubicles, retail settings, classrooms, breakrooms, lobbies, and manufacturing areas. The phones are optimized to replace traditional voice systems or transition to a next-generation voice solution in a Category 5 (CAT5) wired environment. The 521SG and 524SG phones offer customers the additional option of having a 10/100 switch port for LAN connection to a co-located PC. For customers with no need for a co-located PC, the 521G and 524G models can be used.

Figure 1. Cisco IP Phones 500 Series

The Cisco Unified IP Phones 521G and 521SG are single-line IP phones with two call line appearances. The Cisco Unified IP Phones 524G and 524SG are four-line IP phones with up to eight call line appearances. Four dynamic soft keys on each phone guide you through core business features and functions, while a backlit pixel-based display combines intuitive features, calling information, and device system information to give you information at your fingertips. The Cisco Unified IP Phones 521G, 521SG, 524G, and 524SG can be powered by a network switch with Power over Ethernet (PoE) capability or by an optional power adapter. The phones are in line with Cisco Green, incorporating power efficiency features such as LCD shutoff to save power when the phone is not in use. These phones can also be used with productivity-enhancing features such as directory search and VoiceView Express.

Features

The Cisco Unified IP Phone 500 Series can easily grow with your business. The phones are capable of having new feature functionality added over time via firmware updates. Plus, if you hire an employee or an employee needs to move locations, they can simply plug in their preconfigured phones anywhere on the network, and the network will recognize the change. The phones also provide accessibility features for those with special needs.

Tables 1 through 6 present the features, specifications, and compliance information for the Cisco Unified IP Phone 500 Series. Table 7 provides ordering information, and Table 8 lists optional accessories for these phones.

Table 1. Features

Feature	Benefit
Lighted line keys	Four illuminated call appearance line buttons with tricolor LEDs (Cisco 524G/524SG)

Hold key	Puts current call on hold
Menu key	Accesses call history, directory, network settings, user preferences, reboot, restart, and factory reset
Lighted mute key	Lights up red when the call is on mute, and turns off when mute is removed
Lighted headset key	When pressed, lights up when using a 2.5-mm headset for hands-free calling
Lighted speakerphone key	Activates full-duplex speakerphone; stays lit while speakerphone is on
Lighted message waiting indicator	Lights when there is new voicemail and is visible on the phone chassis above the LCD screen; stays lit until the new voicemail has been processed by the user
Graphical display	Backlit pixel-based display: 128 x 64 monochrome LCD graphical display
Four soft-key buttons and a scroll toggle bar	Dynamically present calling options to the user; the scroll toggle bar allows easy movement through the displayed information
Network features	Cisco Discovery Protocol, IEEE 802.1p/q tagging and switching
Ethernet switch	The Cisco 521SG and 524SG models have a 10/100 PC switch port that enables LAN connectivity to a co-located PC. The system administrator can designate separate virtual LANs (VLANs) (802.1q) for the PC and Cisco Unified IP Phones, providing improved security and reliability of voice and data traffic.
Volume control	Volume-control toggle provides easy decibel-level adjustments of the handset, monitor speaker, and ringer
Single-position foot stand	Optimum display viewing and comfortable use of buttons and keys; the foot stand can be removed for wall mounting with mounting holes located on the base of the phone
Multiple ring tones	More than 24 user-adjustable ring tones
American Disabilities Act (ADA) features	Hearing-aid-compatible (HAC) handset that meets ADA requirements; also meets ADA HAC requirements for a magnetic coupling to approved hearing aids. The phone dialing pad also complies with the ADA.
Signaling protocol support	Supported in Cisco Unified Communications Manager Express versions 4.2.6 and above using Smart Phone Control Protocol (SPCP)

Codec support	G.711a, G.711, G.729a, G.729b, and G.729ab audio-compression codecs
Configuration options	Provisioning of network parameters through Dynamic Host Configuration Protocol (DHCP)
Voice quality	Comfort-noise generation and voice-activity-detection (VAD) programming on a system basis

Table 2. Software and Physical Specifications

Item	Description
Firmware upgrades	Download firmware changes from Cisco.com
Software upgrades	Software upgrade supported using a Trivial File Transfer Protocol (TFTP) server
Dimensions (H x W x D)	6.30 x 7.68 x 7.09 in. (160 x 195 x 180 mm)
Weight	2.15 lb (0.9752 kg)
Phone casing composition	Polycarbonate acrylonitrile butadiene styrene (ABS) plastic in textured dark gray with silver-colored bezel

Table 3. Power Options

Item	Description
IEEE 802.3af PoE	Can receive power from IEEE 802.3af-compliant network modules
Local power	Can optionally be powered locally with the AC power adapter listed in Table 4

Table 4. Regional AC Power Supplies

Part Number	Description
CP-500-PWRSUPPLY=	Cisco Unified IP Phone 500 Series Universal Power Adapter

Table 5. Temperature Ratings

Item	Description
Operating temperature	41° to ~113°F (5° to ~40°C)

Relative humidity	10 to ~90% noncondensing
Storage temperature	-13° to ~185°F (-25° to ~85°C)

Table 6. Certifications

Item	Description
Regulatory compliance	CE Marking
Safety	• Underwriters Laboratories (C-UL) 60950 • EN 60950 • IEC 60950 • AS/NZS 60950
Electromagnetic compatibility	• Federal Communications Commission (FCC) Part 15 (CFR 47) Class B • ICES-003 Class B • EN 55022 Class B • CISPR22 Class B • AS/NZS CISPR 22 Class B • CISPR 24 • EN55024 • EN 50082-1 • EN 61000-3-2 • EN 61000-3-3 • EN 61000-6-1
Telecom	• FCC Part 68 (CFR47) HAC • TIA 810A

Table 7. Ordering Information

Part Number	Description
CP-521G=	Cisco Unified IP Phone 521G, spare
CP-524G=	Cisco Unified IP Phone 524G, spare
CP-521SG=	Cisco Unified IP Phone 521SG, spare (includes 10/100 PC switch port)
CP-524SG=	Cisco Unified IP Phone 524SG, spare (includes 10/100 PC switch port)

Table 8. Optional Accessories

Part Number	Description

CP-500-WALLMOUNT=	Non-locking wall-mount kit
CP-500-HANDSET=	Spare phone handset

Service and Support: Protect and Secure Your Investment

Designed for small and medium-sized businesses running the Cisco Smart Business Communications System (SBCS), Cisco SMARTnet® Service helps you resolve problems and protect and secure your SBCS phones. Delivered by your trusted partner and backed by Cisco, this industry-leading support solution provides greater availability while reducing operating costs.

Cisco SMARTnet Service for your phones, along with Cisco SMARTnet for SBCS for your complete data, voice, and wireless IT system, gives the ultimate in asset protection and is simple, affordable, and complete. Cisco SMARTnet Service offers a range of dependable choices for fast access to business-critical parts and service delivery options according to your preferences and needs. Choose from a variety of hardware replacement options, including premium options such as 2-hour, 4-hour, or next business day, as well as onsite parts replacement and installation. For rapid issue resolution anywhere, anytime, Cisco SMARTnet Service is the right choice for your business communication needs.

The Cisco Unified IP Phone 500 Series can be sold by Cisco partners who hold a Cisco Select Certification or higher, and can be supported by the Cisco Technical Assistance Center (TAC) via SMARTnet contract. For more information about the Cisco Unified IP Phone 500 Series or the Cisco Smart Business Communications System, visit www.cisco.com/go/sbcs or contact your local partner or account representative.

Table 9. Cisco SMARTnet Services

Part Number	Description
CON-SNT-CP521G	8 x 5 x NBD
CON-SNTE-CP521G	8 x 5 x 4
CON-SNTP-CP521G	24 x 7 x 4
CON-SNT-CP524G	8 x 5 x NBD
CON-SNTE-CP524G	8 x 5 x 4
CON-SNTP-CP524G	24 x 7 x 4
CON-SNT-CP521SG	8 x 5 x NBD
CON-SNTE-CP521SG	8 x 5 x 4
CON-SNTP-CP521SG	24 x 7 x 4
CON-SNT-CP524SG	8 x 5 x NBD
CON-SNTE-CP524SG	8 x 5 x 4

| CON-SNTP-CP524SG | 24 x 7 x 4 |